

Mandeep Singh

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Executive Summary

- ☐ Dedicated Business Analyst with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.
- ☐ Rich experience in different domains with a good understanding of Scrum & Agile Methodologies, Business Development Life Cycle, Loans, Retail Banking, and AML&KYC.

Competency Matrix

- Business Analysis
- Project Management
- Team Management
- Software Development Life Cycle
- Documentation
- Agile Methodology
- Training & Presentation
- Escalation Management
- Loan Application Management System

Organisational Experience

Axis Bank, JIND

Nov'21-Till Date

Branch Head – Business Sales Group:-

Project: - BOTF(Branch of the Future)

Role:

- ☐ Managing retail banking Branch and generation of revenue from day to day products and transactions.
- ☐ Providing training to team members on new project of bank **BOTF (Branch of the future)** to move team as well as clients on digital Banking.
- ☐ Handhold and supported newly joined team members & sales associates.
- ☐ Providing complete MIS of business to senior management and delivering ground feedback on new products & services.
- ☐ Profitability review with senior management and providing data on various parameters and product by product growth presentation.
- ☐ Ensured that customer concerns were handled efficiently to maintain positive customer relations.
- ☐ Managed activities like fraud prevention & Money laundering by various techniques like EDD (enhance due diligence), Customer Risk Profiling & Root Cause Analysis.
- ☐ Collaborated with various stakeholders during SOAX, IAD & KYC Updating.

HDFC Bank, JIND

Oct'19-Nov'21

Business Analyst –Business Sales Group

Project: - CSC India Pvt Ltd retail distribution project with HDFC Bank & Rural Ecosystem

Role:

- ☐ The agenda of the project was to make a revolutionary change in Banking by extracting Business through CSC outlets and shifting of small transactions to them.
- ☐ Involved in end to end SDLC process in coordinating with Business, IT & support team throughout all phases of launch of new products, banking API.
- ☐ Providing Banking liability, Assets and cards API journey to CSC team designed with Bank services.
- ☐ Conducting monthly workshops and trainings for CSC team to find out new technical requirements.
- ☐ Presentation of client feedback to senior management and placing requirement of new API and UAT.
- ☐ Joint review of Business outcome and technical requirements with CSC senior management.
- ☐ Working on new products like Rural Ecosystem and small Shopkeeper finance with product team to ensure customer product fitment.
- ☐ Presentation of weekly data MIS and progress on business to Bank's zonal team and monthly data to Group head.
- ☐ To analyse key aspects of business to evaluate factors driving results and summarized into presentations.
- ☐ Applying sharp problem-solving skills to analyse and resolve issues impacting business operations and goal achievement.
- ☐ Meeting all the required stakeholders to establish business relationships.
- ☐ To evaluate trends to understand competitive environments and assess current strategies.
- ☐ Performed competitor bench-marking analysis to identify potential product enhancements
- ☐ Identified process inefficiencies through gap analysis and outlined sensible solutions.

Kotak Mahindra Bank, Safidon, JIND

Sep'18-Oct'19

Branch Head –Business Sales Group

Role:

- ☐ Involved in end to end SDLC process in coordinating with Business, IT & support team throughout all phases of launch of new Branch. Successfully opened new branch and over achieved Branch CASA, Assets and Third party revenue targets. Conducted Workshops & Focus Groups with Stakeholders for brainstorming & Information gathering to understand business impact and develop the market share in new market. Jointly reviewing the progress & feedback of Branch Sales, Relationship & operations team to identify scope of improvement in products and service Platform by following the agile methodology.

Project:-Kotak 811

- ☐ **Description** – This application belongs to New Customer Acquisition for bank. Although this application was already introduced back in 2017-18 however customer penetration was limited. Hence looking new market acquisition, this was enhanced in such a way that it could reach to all customers/Corporates keeping TAT, Risk & due diligence in frame at one click. Here I had coordinated with Business, IT & vendor team to complete this project for feature enhancement and presentations & trainings.

ICICI Bank Ltd, Safidon, JIND

Apr'16-Sep'18

Branch Manager

Project:- Mera I Mobile(Regional language Mobile Banking App)

Role:

- ☐ Managing retail banking Branch and generation of revenue from day to day products and transactions.
- ☐ Providing training to team members on new project of bank Mera I-Mobile (new banking app in regional Language) .
- ☐ Conducting village level workshops to ensure smooth transitioning of new App and capturing customer's feedback on app and providing the same to IT team to ensure changes.
- ☐ Attended multiple meeting for update on Mera I-mobile with Senior management and product team for enhancement of features on this.
- ☐ Providing complete MIS of business to senior management and delivering ground feedback on new products & services.
- ☐ Profitability review with senior management and providing data on various parameters and product by product growth presentation.
- ☐ Track each and every MIS related with the business so as to plan accordingly to take necessary actions.

ICICI Bank Ltd, Safidon, JIND

Nov'15- March'16

Operations Manger

Role:

- ☐ Managed retail banking and proactively help clients to help discover their financial needs and fulfilling daily transactions.
- ☐ Partnered with our different manufacturers to ensure customer gets outstanding customer experience & Quick resolution.
- ☐ Handhold and supported newly joined team members & sales associates.
- ☐ Ensured that customer concerns were handled efficiently to maintain positive customer relations.
- ☐ Managed activities like fraud prevention & Money laundering by various techniques like EDD (enhance due diligence), Customer Risk Profiling & Root Cause Analysis.
- ☐ Collaborated with various stakeholders during SOAX, IAD & KYC Updating.

ICICI Bank Ltd., Panipat

May'14-Nov'15

Business Analyst / Application Owner

(Banking domain- Customer Acquisition & Core Banking)

Role:

- ☐ Requirement gathering through various elicitation techniques like Workshops, Observations and Interviews.
- ☐ Knowledge on preparing Various business related documents (BRD & FRD) and its review with stakeholders.
- ☐ Created user stories for new requirements as well as enhancements of existing features.
- ☐ Involved in all phases of the implementation process, including development, testing, and post implementation support.
- ☐ Conducting UAT and ensuring all things are working smoothly according to business requirement.
- ☐ Participation in reviews and product demos on iteration and milestone deliveries.

Project**Direct Banking Tracker****Role – Business Analyst / Application Owner**

☐ **Description** – This application belongs to I-Bank Sales & Operations team to upload their physically picked Account opening form and send them to their processing center for further opening. With this application, we were able to reduce Account Opening TAT by at least 2 days and also with minimum errors. This application not only reduced workload of branch staff of checking physical form, it also helped bank in reducing costing & coordination with various teams.

Academic Credentials

Year	Course	Name of Board/University	%age	Division
2022(July-Nov)	Certification in Business Analytics & Business Intelligence Program	IIM, Rohtak	Pursuing	Pursuing
2013-14	Post Graduate Diploma in Banking	Manipal University	7.9 CGPA	First
2008-12	Bachelor Of Technology	Kurukshetra University	63	First

Personal Dossier

Date of Birth: 25th September 1988

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